

GOVERNMENT OF INDIA  
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

**RAJYA SABHA**  
**UNSTARRED QUESTION NO - 2986**  
ANSWERED ON – 18/03/2026

**PUBLIC GRIEVANCES REGARDING ROAD QUALITY**

2986. Shri K.R.N. Rajeshkumar:

Will the Minister of Road Transport and Highways be pleased to state:

(a) whether Government has observed a rise in public grievances regarding the degradation of road quality and highway surfaces despite the record capital expenditure in the 2026-27 budget; and

(b) the specific steps being taken to enforce stricter Quality Assurance (QA) norms and accountability for concessionaires in light of the 'build, neglect and rebuild' concerns raised by road users?

**ANSWER**

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) and (b) The Government has established system of receiving complaints through a Public Grievance portal about various issues which inter-alia includes issues related to quality of development/ construction and maintenance of NHs and condition of riding surface. The number of Public Grievances regarding NHs including issues related to construction and maintenance quality and condition of riding surface received and disposed through the Public Grievance portal during the last three years and current year are given follows:

Year	Number of Grievances Received	Number of Grievances Disposed (Including brought forward from previous years)
2022-23	7318	7307
2023-24	6489	6726
2024-25	7030	7066
2025-26 (Up to 12.03.2026)	11340	9977

The Government takes cognizance of these grievances, apart from regular review and monitoring of NHs projects towards ensuring that necessary corrective actions are taken up by the Concessionaires / Contractors for the NHs projects. Actions against defaulting agencies are taken as per the provisions of the Contract/ Concession agreement in case of any defaults, such as termination of contract agreement, levying of penalties/ liquidated damages, debarment/ blacklisting, declaring as non-performers etc.

All efforts are made to ensure that the NHs are constructed as per stipulated quality standards specified in the Indian Roads Congress (IRC) specifications and codes. To ensure that highway construction adheres to stipulated quality standards, Consultants (Authority's Engineer/ Independent Engineers- AE/IE) are appointed by the executing agencies for day-to-day supervision of works at site. Officials of executing agencies undertake inspections from time to time and ensure adherence of conformity of quality of the work done by the Concessionaire/ Contractors with stipulated requirements.

The Government has additionally taken the following initiatives for improvement of quality control systems in implementation of NHs works: -

- i. Adoption of Automated & Intelligent /Machine-aided Construction (AI-MC) in NH projects;
- ii. Assessment of road conditions through Network Survey Vehicle (NSV) mandated for all NHs and Expressway works at the time of completion and every six months thereafter, which is monitored through electronic platform. NSV system for road condition assessment has been revamped using analytics for enforcement of contractual provisions during Operation and Maintenance (O&M) through dedicated central cell;
- iii. Operationalization of a centralized system called NHAI One App for Monitoring and rectification of highway defects which enables geo-tagging of defects along with photographs;
- iv. Analysis of High-Resolution Imagery collected from Drone Surveys in Drone Analytics Monitoring System (DAMS) integrated with Artificial Intelligence/ Machine Learning algorithms for periodic evaluation of progress and quality of ongoing NHs works from time to time;

v. Deployment of Mobile Quality Control Vans (MQCVs) equipped with Non-Destructive Testing Equipment on pilot basis in four States, namely in Gujarat, Rajasthan, Odisha and Karnataka, for diagnostic assessments of overall health and quality of works from time to time during project implementation phases;

vi. Deployment of Third Party Quality Auditors for independent quality audits of NH works on a case-to-case basis.

Deficiencies observed, if any, are brought to the notice of the Concessionaires/ Contractors for taking up necessary corrective/ remedial actions as stipulated in technical schedules of the Contract/ Concession Agreement or within a reasonable period as decided by the executing agency / AE/ IE.

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